

CLOSED TO PUBLIC UNTIL FURTHER NOTICE

Out of an abundance of caution during the uncertainty of COVID-19, all City of Norfolk buildings are closed to the public.

NACC has altered its operations to continue to provide animal adoption services and to reunite lost pets with their families.

Current Business Hours: 8 a.m. -5 p.m. Seven days a week

Adoptions:

Applications will be accepted by email: NACC@Norfolk.gov, payments processed by phone (757) 441-5505.

Adoptable animal meetings by appointment only and conducted outside of the shelter building.

Adoption pick-ups will be scheduled by appointment.
\$20 promotional adoption fee.

Reclaims:

Fees waived. Contact NACC by phone or email as outlined above to find a lost pet. We will update and maintain www.norfolk.gov/nacc for lost animals during this closure.

Owner surrenders:

Suspended, only accepted for medical emergencies and public safety.

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Animal Protection:

NACC continues to collaborate with Animal Protection to limit intake. After hours, call Police Non-Emergency Dispatch at 757-664-7387. Per recommendations by the National Animal Control Association, the Norfolk Animal Care Center and Norfolk Animal Protection will not be trapping or accepting healthy companion or wildlife animals in traps during this time.

Stray animals:

NACC will continue to receive stray animals from the public, with every effort to divert and or delay this intake when possible.

Foster animals:

All available animals (those not on any type of hold) will be available for foster in order to prevent over-crowding in the shelter, and to protect the existing herd health.

Transfers:

NACC will be working with receiving partners to transfer all available animals (those not on any type of hold) in order to prevent over-crowding in the shelter, and to protect the existing herd health.

Volunteers:

Volunteers were notified March 13, 2020 of the city closure. No volunteers will be allowed in the building throughout the duration of the city closure.